

Dec. 7, 2014

RE: Public Docket # 12-375

Marlene H. Dortch, Secretary
Federal Communication Commission
Washington, DC 20554

Received & Inspected

DEC 15 2014

FCC Mail Room

Dear Secretary Dortch,

My name is Justin M. Williams, I'm currently being housed in Kankakee County Jail in Illinois by the U.S. Marshal's from the Chicago Bureau as a Federal Prisoner. Securus local phone calls are double the cost of long distance calls. Local calls are \$6.25 for (15 minutes), which includes \$2.75 for the connection fee and an additional 25¢ a minute. The collect calls are \$10.00-\$15.00 for 15 minutes, triple the cost of long distance calls and double the cost of local calls.

DOCKET FILE COPY ORIGINAL

Securus is price gouging throughout the state of Illinois, with Kankakee paying the highest for local calls. 30 minute phone calls in Illinois prisons are \$3.55 for local calls. 30 minute calls at Cook County JOC are \$5.10 however, Securus claims the F.C.C. set the phone rates. Also, calls are pro-rated at \$3.15 for long distance calls and not 21¢ per minute. The phone call could disconnect after one second and Detainees are charged \$3.15 immediately. The Securus system here in Kankakee switched from charging 21¢ per minute talked to a flat rate of \$3.15 as soon as the call is connected. This pro-rating issues causes financial difficulties because calls are dropped all the time with the Securus system being at fault. When calls are dropped we are told to fill out Securus forms which proves pointless because we are denied our funds back 90% of the time when it's the system's fault why were disconnected in the first place. Securus price gouging and non-refundable call issues are occurring here in Kankakee County Jail constantly. I've spent most of my money making calls versus commissary trying to stay connected to family & friend as much as possible but my family and I are being robbed of the little we have. This has become a crisis!

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List ABCDE

Respectfully,

Justin Williams
Justin Williams

Received & Inspected



DEC 15 2014

Facility JCDC Officer Submitting Form: FCC Mail Room Site ID # 05599

Debit Account/Call Processing - Inmate Action Form

Fax this form to 1-800-368-3168 if research is required by Securus

***** PRINT CLEARLY & WRITE DARK, NO PENCILS*****

Detainee Name: FUSTIN WILLIAMS XA Today's Date 7/29/14Detainee Name: _____ Detainee Account #: 464228 (not PIN)Payment no posted to account?

Purchase Date _____ Amount _____

Purchase Date _____ Amount _____

Purchase Date _____ Amount _____

Purchase Date _____ Amount _____

If you have a problem with your calling account or cannot place a collect call, please describe here in detail:

CAN I please be refunded \$3.15 for my call that was dropped on 7/27/14 (Sunday)
THE MESSAGE STATED NO 3RD PARTY CALL BUT THERE WAS NO 3-WAY CALL
BEING MADE.

If you experienced a problem with a phone call, please describe below:
 Phone # Dialed: (985) 318-0643 Date of Call: 7/27/14 Time of Call: Between 11:00 + 11:07 Length of Call: 3-6 minutes

 Circle problem: Call was dropped Call was billed incorrectly Call had static, garbled, fading in/out
Message Received NO 3RD PARTY CALL WHEN THERE WAS NOT ONE.

Phone # Dialed

Phone calls can disconnect as a 3 way detection due to : Cellular or cordless loss of signal, 3 way attempt, call waiting features, banging the receiver on the wall, with a ring or other object, static on other end, excessive, loud or high pitched noises or music; pushing buttons, being put on hold, several seconds of silence, server weather conditions, and clicking sounds on the phone.

Time of Call: _____

Circle problem:

For the call made on 07-27-2014 at 11:04:12am to phone number (985)318-0643 there was a long gap of silence, this would have caused the call to be terminated due to 3 way detection. Credit will not be issued for this call.

garbled, fading in/out

Message Received

SECURUS will note your resolution in this space and fax the form back to the facility:



DEC 15 2014

Facility JCDCHOUSING UNIT: K1FCC Mail Room Site ID # 05599

Debit Account/Call Processing - Inmate Action Form

Fax this form to 1-800-368-3168 if research is required by Securus

***** PRINT CLEARLY & WRITE DARK, NO PENCILS*****

Detainee Name: JUSTIN WILLIAMSToday's Date 11/7/14Detainee Name: JUSTIN WILLIAMSDetainee ID # 464228 (not PIN)Payment no posted to account?

Purchase Date _____ Amount _____

Purchase Date _____ Amount _____

Purchase Date _____ Amount _____

Purchase Date _____ Amount _____

If you have a problem with your calling account or cannot place a collect call, please describe here in detail:

THERE HAS BEEN A PROBLEM WITH THE SECURUS SYSTEM FOR TWO DAYS. AT
APP. 934 MY CALL WAS DISCONNECTED STANDING IN 3RD PARTY CALL. I WAS
CHARGED \$3.15. I NEED TO BE REFUNDED ASAP. PLEASE & THANK YOU.
THIS HAPPENS EVERYDAY CONSTANTLY.

If you experienced a problem with a phone call please describe below:Phone # Dialed: (985) 318-0643 Date of Call: 11/7/14 Time of Call: 9:32 Length of Call: 2 MIN.Circle problem: Call was dropped Call was billed incorrectly Call had static, garbled, fading in/outMessage Received NO 3RD PARTY CALL

Phone # Dialed: _____ Date of Call: _____ Time of Call: _____ Length of Call: _____

Circle problem: Call was dropped Call was billed incorrectly Call had static, garbled, fading in/out

Message Received _____

SECURUS will note your resolution in this space and fax the form back to the facility:

In reply to this complaint, after review of the call to phone# 985-318-0643 on 11/07/14 @ 9:30pm, which lasted 4 minutes, is not eligible for credit due to one or more of the following reasons: Our policy states that we do not credit calls terminated for 3way, calls placed to cell phones, calls over 30 days old and calls over 3 minutes to landline.